

2 DAYS ESSENTIAL MANAGEMENT SKILLS: IN-DEPTH COMMUNICATION AND COUNSELING SKILLS FOR HR & MANAGERS

INTRODUCTION

Leadership does not happen in a vacuum. Leaders achieve better results by working with others using in-depth communication and counseling skills which are actually the life-blood of an organization. Leaders like HR professionals and managers, if their communication and counseling skills have shortcomings, often these have more far-reaching impacts as misunderstandings, mixed messages and unclear meanings will result in negative impacts to the overall business. Therefore, effective leaders require in-depth communication and counseling skills in guiding others to achieve their goals, giving clear instructions, explaining the rationale of the job, solving employee relations issues, mediating conflict and presenting complex ideas in simple words.

BENEFITS FROM THE COURSE

As a result of practicing these skills, the participants will gain the added benefit of:-

1. Enhancing awareness towards oneself
2. Enhancing deeper understanding and respect towards others
3. Enhancing capability to develop a more in-depth relationship with oneself and others
4. Enhancing one's innovation and creativity in problem solving



CONTENT OUTLINE

1. Understanding different Communication Barriers, Levels and Styles.
2. Understand the scope of counseling within the role of HR and Managers.
3. Practice various Essential Communication and Counseling Skills :-
Attending, Listening, Feedback, Questioning, Empathy & Summarizing Skills
4. Able to apply the counseling skills into a 4-phases problem solving model.

WHO SHOULD ATTEND

HR Professionals, Managers, Supervisors and Team Leaders who want to improve their people management skills.
Maximum 25 participants per workshop.

**HRDF Claimable
Under SBL Scheme**

For further information, kindly contact us at 03-8063 8981 / 016-227 1375.